

Additional comments:

Question 1: Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :

No I do not, by law mail is deemed to arrive when posted and this method represents much less reliability. You would be required to rely on members of the public, chosen without reference to their honesty, integrity, any criminal record, any neighbour feuds or any other reason whereby a neighbour may choose not to pass on mail to a third party. You also risk sending mail to elderly or disabled people who are not able to pass it on or for whom it would be difficult, expecting them to do the job Royal mail are paid to do and delivery the mail free of charge in their own free time, trusting them to do so. The consultation states that Royal Mail will accept responsibility until items are delivered but I do not see how this would work with ordinary mail, currently unless there is a certificate of posting no claim will be considered and even with one there is little cover, Insurance is expensive to purchase and would be required more, causing additional cost to consumers because of the additional risk and some items are sadly irreplaceable by money as they hold high personal values and are less likely to reach their destination. Where mail or the sender of it is confidential this confidentiality would be breached where sender details are displayed on the outside of envelopes. When sending mail using recorded signed for I would get the signature of a neighbour which is meaningless, in order to call upon my receipt as evidence of delivery I would need it to be delivered to the intended recipient, not a neighbour! Whilst I am aware that I can opt out of my mail being received by others, and will be doing so, there appears to be no mechanism for opting out of having my sent mail delivered to someone other than the intended recipient. BTW I have had an item delivered to a neighbour by another courier - in fact the neighbour tampered with the parcel and resealed it - and later accidentally let slip that she knew what my daughter was getting for Christmas! (that was the content of the parcel which was opaque with no external description and in a non-descriptive box.)

Question 2: Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:

I believe that none of my issues have been covered in any detail by the assessment, please see all points:- by law mail is deemed to arrive when posted and this method represents much less reliability. You would be required to rely on members of the public, chosen without reference to their honesty, integrity, or potentially criminal records, any neighbour feuds or any other reason whereby a neighbour may choose not to pass on mail to a third party. You also risk sending mail to elderly or disabled people who are not able to pass it on or for whom it would be difficult, expecting them to do the job Royal mail are paid to do and delivery the mail free of charge in their own free time, trusting them to do so. The consultation states that Royal Mail will accept responsibility until items are delivered but I do not see how this would work with ordinary mail, currently unless there is a certificate of posting no claim will be considered and even with one there is little cover, Insurance is expensive to purchase and would be required more, causing additional cost to consumers because of the additional risk and some items are sadly irreplaceable by money as they hold high personal values and are less likely to reach their destination. Where mail or the sender of it is confidential this confidentiality would be breached where sender details are displayed on the outside of envelopes. When sending mail using recorded signed for I would get the signature of a

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Question 3:Do you have any comments on the scope and wording of the proposed Notification and approval:

I would rather it was not approved